

09-19-2011 Nikki [redacted], Washington State Patrol 360 484-3130, called re their continuing incoming LD problem. She has had about 15 calls in today that she can't answer. It rings, and then drops off. People have told her that they have called several times and the phone won't even ring. Some of the call attempts have been from cell phones in our local area, but since they are cell phones, they are also long distance calls, and they don't come in either.

9-20-2011. Nikki [redacted], Washington State Patrol, 360 484-3130. She said troopers have been calling her personal cell phone as they cannot reach the State Patrol office land line from their cell phones. She thinks their cell phones are US Cellular. She also said that she cannot reach her home telephone number nor the local school land line from her cell phone, which is also US Cellular. She has heard the same problem from the Eatons who said they cannot complete calls to the local telephone land line number from their cell phones. She thinks Eatons also have US cellular as their cell phone carrier. Nikki is very concerned about the number of calls that are ringing into the state patrol office, and then drop off before she can answer.

10-12-11 Nikki [redacted] from State Patrol Office called. She said she has had many calls drop today. She thought around 25. It is the inbound calls and if the calls do go through there's a big delay. Call example #1 360-473-0108 @ 2:20 (this one had a terrible delay they tried 3 times). 2nd call example 360-596-4049 @ 10:00. The phone would ring Nikki couldn't hear anything but the lady emailed Nikki and told her she could hear her just fine. She tried several times before giving up and emailed Nikki instead.

11/2/11 Nikki, Washington State Patrol Office, 484-3130. Terminating call quality very bad today. Delays on all of the incoming calls. Cannot converse. Both on cell phones and land line phones. They have to call the customer back to be able to carry on a conversation. Outgoing LD works fine – Not being able to receive or understand incoming callers is a major safety issue. Nikki said she would e-mail the WUTC. She is very unhappy about the number of months (years) that this problem has been allowed to continue.